

# Fulton County, Georgia, Helping Resolve Small Claims Online with Tyler Technologies' Modria Solution

*First county in the state goes live with Modria online dispute resolution (ODR) software*

[Tyler Technologies Inc.](#) (NYSE: TYL) announced today the Fulton County Magistrate Court has successfully gone live with Tyler's Modria® online dispute resolution (ODR) software. Fulton County, which includes Atlanta, is the first court in Georgia to use this innovative technology. Modria allows parties involved in a lawsuit to engage with each other directly to reach a resolution without coming to court. The court will use Modria to help resolve small claims cases by providing citizen access to a step-by-step online process.

"Fulton County is the most populous county in the state of Georgia and, if you've ever been to Atlanta, you know the traffic affects everyone. Avoiding going to the courthouse will save court users valuable time," said Cassandra Kirk, chief judge of Fulton County Magistrate Court. "We've never offered a software solution like Modria, so this is truly an exciting time for our court. This option for online dispute resolution will provide easier access to justice for people across all incomes and demographics"

Tyler's Modria solution will also save the court and citizens money. Besides small claims cases, it offers the workflows and communication tools necessary to facilitate any kind of resolution, from simple debt disputes to complex family and custody cases. Its intuitive user experience is designed to resolve issues in a fast and efficient manner while providing a fair and transparent process for all participants. If parties cannot solve their dispute online, they still have the option to appear before a judge.

"We've seen success using Modria in other counties in the country. In some courts we have seen 68 percent of party-to-party negotiations being resolved online with Modria, and we expect fantastic results in Fulton County as well," said Jamie Gillespie, general manager of Tyler's Modria solution. "This software really makes a difference for both citizens and the court. Fulton County is a longtime client of Tyler Technologies, and we look forward to expanding Modria to other types of cases soon."

Tyler's Modria solution continues to expand its presence across the country. Modria clients include counties in Nevada and Texas, and other states will soon partner with Tyler to use the solution. Tyler provides Fulton County with additional courts and justice solutions including its e-filing platform, eFileGA™, as well as its case management system, Odyssey®, and case data and document portal, re:Search®GA. Fulton County also uses Tyler's Socrata® Connected Government Cloud data solution, as well as iasWorld® appraisal and tax software CLT Appraisal Services™ mass appraisal services.

## **About Tyler Technologies Inc.**

Tyler Technologies (NYSE: TYL) is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector - cities, counties, schools and other government entities - to become more efficient, more accessible and more responsive to the needs of their constituents. Tyler's client base includes more than 15,000 local government offices in all 50 states, Canada, the Caribbean, Australia, and other international locations. Forbes has included Tyler on its "Best Small Companies" list eight times, and ranked Tyler on its "Best Midsize Employers" list in 2018. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at [www.tylertech.com](http://www.tylertech.com).

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